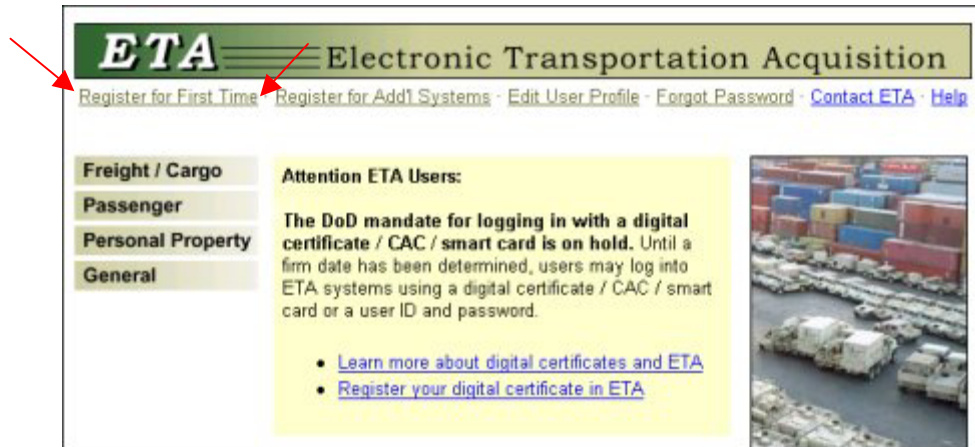



Electronic Transportation Acquisition (ETA) Instructions To Access Interim Customer Satisfaction Survey (ICSS) Reports

A. Instructions for users without an existing ETA account.

1. Go to the ETA Home Page (<https://eta.sddc.army.mil>).
2. Click on the **Register for First Time** link at the top of the page.



3. The New User Registration for ETA page will be displayed. Scroll down the page until **Personal Property** is displayed.
4. Click on the box to the left of **Interim Customer Satisfaction Survey**.
5. Select the appropriate role from the drop-down list on the right.
6. Click **Generate Request Form** at the bottom of the page. The New User registration form will be displayed.

 Electronic Transportation Acquisition	
<h2>New User Registration for ETA</h2>	
<p>Step 2 of 2</p> <ul style="list-style-type: none"> Please complete the following form. Fields marked with an asterisk (*) are REQUIRED elements. All other fields are optional. Click the "Submit Request" button at the bottom when you are finished. 	
First Name	* <input type="text"/>
Middle Initial	<input type="text"/>
Last Name	* <input type="text"/>
Name Suffix (Sr., Jr., III)	<input type="text"/>
Rank / Grade	<input type="text"/>
Job / Position Title	<input type="text"/>
Mailing Address (Line 1)	* <input type="text"/>
Mailing Address (Line 2)	<input type="text"/>
City	* <input type="text"/>
State	* <input type="text" value="-- Select State --"/>
Country	* <input type="text" value="UNITED STATES"/>
Zip / Postal Code	* <input type="text"/>
Commercial Phone	* <input type="text"/> Ext: <input type="text"/>
DSN Phone	<input type="text"/> Ext: <input type="text"/>
FAX Number	<input type="text"/>
DSN FAX	<input type="text"/>
Email Address	* <input type="text"/>
Activity / Company / Organization	* <input type="text"/>
Company Division	<input type="text"/>
Organization ID/GBLOC/SCAC	* <input type="text"/>
<input type="button" value="Submit Request"/> <input type="button" value="Reset Form"/>	

- Enter your information on the registration form making sure to complete all the information marked with an asterisk (*) next to it. (Note: The email address you provide on the registration screen will be used to send you your ETA password. For security reasons, an individual email address must be used.)
- When all applicable fields are entered, click **Submit Request**.
- Confirm your email address is correct by clicking **OK** on the pop-up window that is displayed.
- A page will be displayed with a Request ID. This Request ID will become your ETA User ID upon approval. Make a note of the User ID that is listed on the page. A confirmation message containing the information on this page will be emailed to you.

11. Your request will be forwarded to the Surface Deployment and Distribution Command (SDDC) Systems Response Center (SRC) for approval. You will receive an email once it has been approved.

If you have not received an email within one week approving your request to the application, please contact the SDDC SRC at 1-800-331-7348, DSN 328-3230.

B. Instructions for users with an existing ETA account.

1. Go to the ETA Home Page (<https://eta.sddc.army.mil>).
2. Click on the **Register for Add'l Systems** link at the top of the page.
3. Enter your ETA User ID and Password. (Note: If you have forgotten your ETA password, click on the Forgot Password link at the top of the page and follow the on-screen instructions to obtain a new password.)
4. Click **Submit**. The Register for Additional ETA Systems page will be displayed.
5. Scroll down the page until **Personal Property** is displayed.
6. Click on the box to the left of **Interim Customer Satisfaction Survey**.
7. Select the appropriate role from the drop-down list on the right.
8. Click **Generate Request Form** at the bottom of the page. A page is displayed with your user information.
9. Update the information as needed and click **Submit Request**.
10. Confirm your email address is correct by clicking **OK** on the pop-up window that is displayed.
11. A page will be displayed thanking you for your request. A confirmation message will be emailed to you.
12. Your request will be forwarded to the SDDC SRC for approval. You will receive an email once it has been approved.

If you have not received an email within one week approving your request to the application, please contact the SDDC SRC at 1-800-331-7348, DSN 328-3230.

C. Digital Certificates.

SDDC's ETA system allows users to login using either a digital certificate or their existing user ids and passwords. This allows our users, who already have or want to purchase digital certificates, a chance to get accustomed to logging in using this new method of access.

The Department of Defense (DoD) will require that all users of DoD systems use digital certificates as a means of access to those systems. **The date to completely transition is currently on hold.** When a date has been finalized, DoD military, civilians, and authorized contractors will use their Common Access Card (CAC) for ETA logins (please note, in order to use a CAC, you must have a CAC reader connected to your computer). Commercial users (e.g., Transportation Service Providers) will have to obtain a digital certificate from one of the External Certificate Authority (ECA) vendors.

For more information about Digital Certificates and ETA, go to the ETA Home Page (<https://eta.sddc.army.mil/>) and click “Learn more about digital certificates and ETA”.